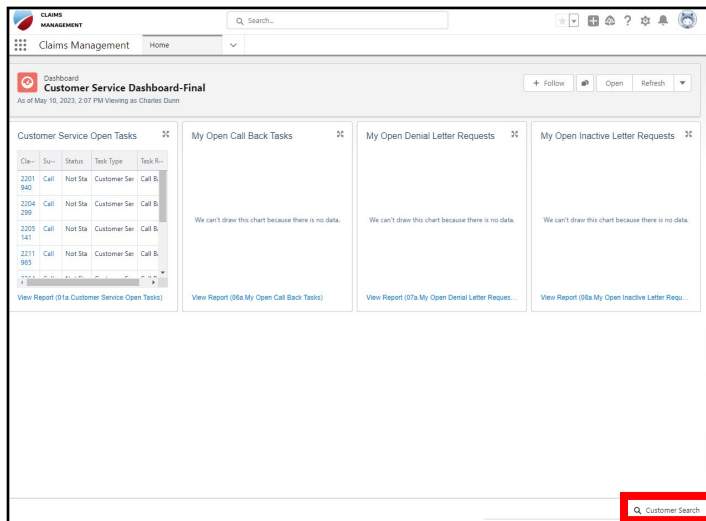# SOP: Claim Number Search in CMS

Purpose
This SOP is intended to outline how to search by Claim Numberin CMS.

Teams Impacted
- All Departments

Procedure

1. From the Dashboard, click on the **Customer Search** icon at the bottom right of your screen.

2. A pop-up Screen will appear with information to fill out, enter the claim number in the "**Search by Claim Number**" Field.

3. Once you enter the Claim number, click **Search**.
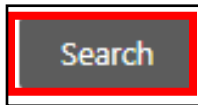
4. You will land on the Contract Holders information.

    a. You will verify the caller using this box. To find the Vehicle Information, use the horizontal Scroll bar to view the information.

5. To get to the Claim, you will click on the **Claim Number**.

Approval & Revision

Date Created 02/07/2022	Created By Felicia Mainiero		Date Approved 02/07/2022	Approved By Felicia Mainiero
Date Revised 05/05/2023	Revised by Charles Dunn	Revision Description Made SOP into new format	Date Approved 05/05/2023	Approved By Leonard Washington
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]